



**CITY OF GLOUCESTER**  
Health Department  
3 Pond Road, City Hall Annex  
Gloucester, Massachusetts 01930  
PHONE: 978-281-9771 • Fax: 978-281-9729  
EMAIL: [healthdept@gloucester-ma.gov](mailto:healthdept@gloucester-ma.gov)  
WEBSITE: [www.gloucester-ma.gov](http://www.gloucester-ma.gov)



## **PROTOCOL FOR FOOD ESTABLISHMENTS WHEN WATER BOIL ORDER HAS BEEN LIFTED**

The following procedures are necessary to ensure public health and safety once the boil water order has been lifted by the Department of Environmental Protection. These procedures must be strictly followed. You will be notified by the City, either through the Health Department or using reverse 911, or through local media outlets, as to when the boil water order has been lifted.

**You can also refer to the City's website at [www.gloucester-ma.gov](http://www.gloucester-ma.gov)**

- **Flush** the building water lines and clean faucet screens, water line strainers on mechanical dishwashing machines etc.
- **Purge** all water lines connected to fixtures and appliances, such as ice machines, beverage makers, produce and seafood misting devices, hot water heaters etc, Clean and sanitize all fixtures, sinks and equipment connected to waterlines.
- **Follow** the manufacturer's recommended procedures for:
  - Disinfecting water softeners, prior to putting them back into service:
- **Ice Machine Sanitation:** Clean and sanitize all parts and surfaces that come in contact with water and ice, following the manufacturer's instructions.
  - Discard existing ice.
  - Continuously run water through the ice machine for at least five minutes.
  - Run the ice machine and dispose of the first batch of ice.
  - Change the water filter on the ice machine.
  - Completely clean and sanitize the entire machine.
  - Resume ice service.
- **Check** all equipment for damage and possible corrosion.
- **Wash, rinse and sanitize** all food service dishware, glassware, flatware, utensils and other food preparation items, surfaces, and equipment.

If you have any questions regarding this matter please contact the Gloucester Health Department at 978-281-9771.

**Thank you for your cooperation.**

Sincerely,

Jack Vondras  
Public Health Director